

Professional and Managerial Branch
Social Services Group
Human Services Program Series

AGING SERVICES ADMINISTRATOR

04/00 (CDH)

Summary

Under direction, oversee and manage senior volunteer community service programs; and integrate services into internal and external service provider activities.

Typical Duties

Plan and monitor use of senior volunteer and stipend programs to support user agencies. Involves: guiding program coordinators in assessment of community needs; seeking funding sources; approving grant proposals, program policies and procedures; developing and implementing program measurement tools; monitoring progress, recommending improvements and checking results; reallocating human and financial resources within program guidelines; assessing overall program achievements; reviewing and approving reports to funding and service provider agencies; assuring authorized program are integrated into neighborhood development objectives.

Integrate senior services into Departmental and City human services activities, develop and foster use of services within the City. Involves: leading a variety of civic, regional and City committees and councils (e.g. Mayor's Advisory Council on Aging); serving as technical resource, researching and analyzing demographic and service trends and guidelines; synthesizing data, preparing reports and making presentations, guiding civic leaders, chairing meetings, identifying community needs, recommending actions, negotiating plan changes and improvements, developing action plans, following-up approved actions; coordinating senior services and fostering collaboration with and among City service providers (e.g. Parks & Recreation); integrating senior program and various City department support (e.g. Planning, Traffic, Engineering) resources with neighborhood development plans and actions, serving as liaison and technical advisor in development efforts, providing data and planning advice, advocating senior service program needs and assets; researching, preparing and developing data for joint grant proposals; reviewing proposals, recommending changes; presenting senior service concepts and specific topics to regional, City and non-profit leaders and civic associations, making and presenting budget and asset allocation calculations and projections; planning and implementing senior service support for coordinated neighborhood development actions.

Develop and manage administrative procedures, budgets and program policies and procedures. Involves: preparing section budget documents, participating in and providing advice on Division budget preparation; monitoring approved budget usage, taking corrective actions; preparing, reviewing and approving statistical and narrative reports, assuring compliance with reporting requirements; recommending program and section policies and goals for neighborhood development, preparing and presenting specific guidance, and documentation for approved actions; coordinating recognition award activities.

Supervise assigned professional and general services clerical and support personnel. Involves: determining and changing work procedures, setting performance standards, planning work schedules, organizing workloads, making or approving work assignments, issuing written and oral instructions, reviewing progress and expediting work flow; examining work for exactness, neatness, and policy and procedure conformance, guiding staff to overcome difficulties encountered, correct errors and rectify complaints; coaching to motivate competency improvement and career advancement; evaluating employee performance, reviewing and approving subordinate manager evaluations; maintaining harmony among workers and resolving grievances; monitoring effectiveness of volunteer and stipend personnel, taking or directing corrective action; serving on applicant interview panels; recommending employee selection, pay adjustments and commendations, discipline and termination, and other status changes.

Perform related incidental duties contributing to realization of department goals as required. Includes: substituting for own supervisor, coworkers or subordinates as qualified and assigned by carrying out specific functions within authorized limits to maintain continuity of ordinary operations; referring policy level problems to next higher level of management, participating in meetings and serving on committees as directed; maintaining awareness of regulatory and technical changes providing designated support to projects or activities overseen by higher-graded personnel as instructed; explaining and demonstrating work to assist supervisor and subordinates in orienting and training less knowledgeable employees; engaging in assignments related to functions of other positions for training purposes preparing standard and ad hoc activity reports and maintaining related records.

Minimum Qualifications

Training and Experience: Graduation from an accredited college or university with a Bachelor's degree in Sociology, Psychology or a related field, supplemented by post graduate work in the same discipline, plus five (5) years experience in social service program administration, at least three (3) of which were in a supervisory role, or an equivalent combination of training and experience.

Knowledge, Abilities and Skills Comprehensive knowledge of social service delivery systems and procedures. Considerable knowledge of: specialized services for aging population; regulations, guidelines and funding sources for senior services. Good knowledge of: budget preparation procedures and accounting controls; supervisory techniques and procedures.

Ability to: integrate diverse senior service activities into provider networks, agencies and city neighborhood development activities; meet with, persuade and guide City officials and community leaders; organize and conduct meetings of task forces and agency leaders; research statistical and narrative documents and reports, present written and verbal proposals; lead program coordinators and senior volunteers; analyze cost data and program performance indicators; prepare and audit detailed reports; express oneself clearly and concisely with empathy, both orally and in writing in dealings with the elderly and other targeted populations; oversee selection, training and supervision of volunteer personnel; firmly and impartially exercise supervisory authority and enforce work rules; establish and maintain effective working relationships with fellow employees, agency officials, civic leaders and the general public; prepare and maintain records and reports.

Skill in safe operation and care of: personal computer or network station, and generic business productivity and specialized social services and financial software comparable to that installed; common office equipment and computer programs; motor vehicle.

Physical Requirements: Occasional: moving of office record containers and equipment; driving through City traffic.

Special Requirements: Subject to call back, and working flexible hours, weekends, holidays, and extended hours.

Licenses and Certificates: Texas Class "C" Driver's License or an equivalent license issued by another state.

Director of Personnel

Department Head